



CITY OF LONG BEACH

LONG BEACH ENERGY DEPARTMENT

TRANSFER OPPORTUNITY (Open to Current City Employees)

ADMINISTRATIVE AIDE II – CLASSIFIED (\$ 16.201 - \$ 21.944 per hour)

The Environmental Services Bureau has an opening for a permanent/full-time Administrative Aide II. Under direct supervision of the Superintendent of Refuse Collection & Street Sweeping, this position performs increasingly responsible administrative, technical, paraprofessional and supervisory duties.

EXAMPLES OF DUTIES:

- Supervise a staff of up to six Customer Service Reps in the ESB Hotline.
- Assist in the development, organization, coordination, and implementation of departmental and bureau programs, primarily Hotline operations and Bureau Work Order system.
- Develop, implement, and maintain program information, and evaluation and reporting systems.
- Study, investigate, evaluate, and prepare reports and recommendations on bureau, departmental, or City-wide operations, policies, procedures and practices.
- Act in the capacity of a Customer Service Representative.
- Act as liaison with other City departments in interpreting policies or evaluating needs.
- Compose correspondence.
- May administer programs/special tests and conduct interviews.
- Performs other duties as required.

MINIMUM REQUIREMENTS

- A. Two years of related education at an accredited community college/university;
 - B. Two years of experience performing routine administrative, analytical, and/or personnel duties;
 - C. Any combination of the education and experience stated above totaling two years.
- Ability to effectively communicate both orally and in writing.
 - Excellent customer service skills.
 - Computer software skills (database, Windows, Word, Excel, Access) and/or Work Order system experience.
 - Working knowledge of the City's Utility Billing System, ADPICS.

DESIRABLE REQUIREMENTS

- Ability to work independently with minimal supervision and exercise sound judgment in carrying out responsibilities.
- Ability to work within deadlines, manage multiple assignments and priorities within an extremely fast-paced environment.
- Thorough knowledge of office procedures and time management skills, punctuality and attendance imperative.

SELECTION PROCEDURE: Candidates should send a letter of interest and resume or application to:

Long Beach Energy, Personnel & Training Division, Attn: Nerlita Grassi, 2929 E. Willow St., Long Beach, Ca 90806

Resumes/applications will be accepted until the positions are filled. Resumes/applications will be reviewed and the most qualified candidates will be invited to participate in further selection procedures. EQUAL OPPORTUNITY EMPLOYER. This information is available in an alternative format by request to the Payroll/Personnel Office at 570-4683.